

Role Description

Administration & Records Officer



Department of
Primary Industries
Rural Assistance Authority

Cluster	Regional NSW
Agency	Department of Primary Industries
Division/Branch/Unit	Engagement and Industry Assistance / Rural Assistance Authority
Location	Orange
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	531111
PCAT Code	1223792
Date of Approval	November 2016 (Updated March 2021)
Agency Website	www.dpi.nsw.gov.au

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

The NSW Department of Primary Industries (NSW DPI) supports the development of profitable primary industries that create a more prosperous NSW and contributes to a better environment through the sustainable use of natural resources.

DPI Engagement and Industry Assistance Branch is focused on delivering programs that build stronger primary industries by providing critical rural support and enhance DPI's connection with communities, industries and people. This branch is made up of DPI's key engagement arms including the business resilience, the Rural Assistance Authority, emergency operations, international engagement, communications and stakeholder engagement.

Primary purpose of the role

The Administration & Records Officer provides administrative services to assist the Finance and Reporting Officer with the administration of the Loan and Grant Operating System, Treasury and Commonwealth reporting requirements, and financial and records administration for the NSW Rural Assistance Authority.

Key accountabilities

- Provide accurate and timely administrative and finance information to clients as required
- Assist in the preparation of financial and statistical reporting requirements including the customer relationship management program and case tracking
- Assist in month and year end processing and close procedures including assisting in the preparation of returns to Treasury and the Commonwealth for Loan and Grant payments
- Register and workflow loan and grants applications in the Authority's electronic records management system

- Provide effective and efficient records management services which are compliant with the State's record management legislative frameworks
- Prepare electronic corporate banking files for loan, grant and general disbursements
- Monitor the Authority's bank accounts and take appropriate action to ensure unallocated items are cleared in a timely manner in accordance with agreed processes
- Undertake financial and general administrative functions within the Authority as required

Key challenges

- Ensuring consistent and superior customer service is provided at all times
- Ensuring compliance to Departmental policy and procedure in relation to finance and administrative processing functions
- Identifying and adopting opportunities to improve the efficiency and controls

Key relationships

Who	Why
Internal	
Finance and Reporting Officer	<ul style="list-style-type: none"> • Receives guidance from, discusses priorities and provides regular updates on key issues and progress. Escalates issues as appropriate.
Manager Financial Administration	<ul style="list-style-type: none"> • Receives guidance from and provides regular updates on areas for improvement.
Internal colleagues and stakeholders	<ul style="list-style-type: none"> • Provide advice and information and work collaboratively to deliver required outcomes
External	
Clients	<ul style="list-style-type: none"> • Provide advice and information, obtain details of contracts and confirmation of quality service delivery.

Role dimensions

Decision making

Operates in structured operating environment that is subject to established policies procedures and practices underpinned by statutory requirements. The role has some capacity to adapt operating practices. Decisions which can be made by the role holder include prioritising own workload.

Reporting line

Finance and Reporting Officer

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Valid driver's licence
- Ability and willingness to travel

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.




The capabilities are separated into **focus capabilities** and **complementary capabilities**.


Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so 	Intermediate
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers 	Intermediate
 Results	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions 	Intermediate




		<ul style="list-style-type: none"> • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs 	
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> • Be proactive in taking responsibility and being accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about own and others' application of these practices • Be aware of risks and act on or escalate risks, as appropriate • Use financial and other resources responsibly 	Intermediate
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies 	Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational